

**FY 2019 Budget Questions & Answers**  
**Finance Committee**  
**610 J. V. Fletcher Library, 12.8.17, 7:00 pm**

**1. What is the anticipated timeframe for the library renovation/expansion? [Ingrid]**

The Massachusetts Board of Library Commissioners (MBLC) voted to place the **J. V. Fletcher Library** on a waitlist for a Provisional Construction Grant as part of the state-funded Massachusetts Public Library Construction Program (MPLCP). Thirty-three libraries completed the grant round process and through a rigorous review, 9 libraries were identified to receive grants immediately and 24 were placed on a waitlist (Westford is number 15 of 24). Waitlisted libraries will receive construction grants as the funding becomes available either through the existing bond bill or a future bond authorization, meaning Westford could be in line for *\$7.8 million* of matching funding and two community votes to approve funds and proceed with the library renovation/expansion in the **2021-2022** timeframe.

**2. Besides the fact that we have an awesome library, why do you think we have so high circulation, when other places are seeing downward numbers? [Ingrid]**

The following factors contribute to the increases in circulation which Westford has seen over the past several years:

- 📖 Westford's demographics — high income, high educational level and young families — continues to be positively associated with high library circulation and use
- 📖 Adult programming increased almost 100% in FY17 which contributed to more patron foot traffic
- 📖 In FY17, the MVLC Library network voted to change its shared budget for downloadable and streaming titles, with a resulting 33% increase in Overdrive use
- 📖 FY17 saw an increase in traditional book circulation for all ages – Adult, Young Adults and Children
- 📖 In FY16 and FY17 the Library has increased Book Clubs and Book Discussion Groups for all ages (in addition to the 27 Westford Book Groups which the Inter-Library Loan staff supports)
- 📖 The Fletcher Library is committed to renewing materials for patrons — an advantage of not charging fines

**3. 555015 – BOOKS: The 15% for books is 15% of what? The Department budget? [Heather]**

Expenditure on Books & Subscriptions each fiscal year must equal 15% of the total library operating and personnel budget (according to the State Aid regulatory percentage for WESTFORD's current population group of 15,000-24,999). While the total operating budget is used as the figure on which to calculate this percentage, other sources (such as Friends funds, gifts and Trust Funds) may be used to purchase books and subscriptions to achieve the percentage.

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**4. 524030 – MAINTENANCE: Please identify what equipment is being maintained. Does the equipment maintenance includes Computing and Building infrastructure (servers, water heaters, A/C etc.,) [Heather; Hari]**

Below is a list of the maintenance vendors and facility and equipment systems which comprise the Facility Maintenance Budget. Except for the Comcast Program allowing public libraries low-cost Internet access, this line item does not include IT costs or maintenance, which falls to the IT Department:

MAINTENANCE VENDOR	SERVICE
Amazon	Walkie Talkies for Maintenance
American Alarm	Panic Alarm Monitoring
Amer. Garage Door & Glass	Window Repairs
Amer. Gutter Cleaning	Gutters
AR&B (scanners)	Circulation Scanners
BEF	Smoke-Heat Detectors, Emergency Battery Packs, EXITS
Cadel Chemical	AC Chemical Treatments
Caffrey Roofing	Repairs (3 roofs)
Comcast Business	Public PC's/WiFi
Door Control Inc.	Handicapped Door
E. J. Cleaning	Carpet Cleaning
Ed's Lawnmower (snowblower)	Repairs
Embree Elevator Services Inc.	Quarterly Maintenance, Inspection
Eric Foster Plumbing	Plumbing
Garside Granite	Granite Steps, Pointing
Home Depot	Repairs
Hydra Waterproofing Elevator	Waterproofing Elevator
Locksmith	Repairs
Martel Fire Equipment	Fire Extinguishers, Recharging
MONITAL Alarm Service	Fire/Security
Painting	Repairs
Piano Tuning	Three times per year
Prime Electric	Repairs, Exterior Pole Lights
R. W. Wilson Landscaping	Mulch, Stone/gravel
Rochester Midland	Toilet sanitizers

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Roofmasters	Roof shoveling (snow)
Shawsheen Air Systems	Boilers, Three; HVAC
Tree Pruning	Crabapples, Black Oak Tree Resistance Test
Water Department	Backflow Test
We Count People.com	Patron Counters (2)

**5. 511650 – CUSTODIANS: Is there one full time and one unbenefited employee, or are there two part time employees?**  
**[Heather]**

The Library has one full-time benefitted Maintenance Worker I (who actually performs critical maintenance duties) as well as a twelve-hour per week evening Maintenance Worker II who performs cleaning duties only after-hours.

**6. 512010 – PAGES: What are Pages? (duties and responsibilities) [Hari]**

“Pages” refers to the Library Page position – which is typically held by a High School student providing 3-9 hours per week of shelving at minimum wage; 30 hours are budgeted weekly. The following duties are excerpted from the *Library Page Position Description*:

**SUMMARY:** Responsible for providing a variety of routine library functions, such as emptying book drops, shelving books, shifting collections, maintaining files, special project support. Related work as required.

**Principal Responsibilities:**

1. Empties book drops and book barges.
2. Shelves or stores library materials in all formats as required -- filing and retrieving books, audio-visual formats, back issues of magazines, newspapers, periodic collections and/or micro-products.
3. Maintains library collections in a neat, orderly and accessible condition according to the Dewey Decimal System or proscribed classification plan, cleaning and dusting shelves and materials storage units.
4. Shifts collections as directed or required.
5. Provides courteous minimal assistance to library patrons if approached, directing them to library staff or collections as appropriate.
6. May assist in special projects as directed by supervisors or Division Heads.
7. Performs other related duties of a similar nature and complexity as required.

**Required Experience, Skills, Knowledge and Abilities:**

All candidates are **required** to take a "page test" upon application for a page position.

**Education, Training, Special Licensure/Certification Requirements:**

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A mature high school student or adult with the ability to work independently and reliably, and the ability to serve the public in a positive and polite manner. May be required to work flexible evening (sixteen years of age or older) and weekend hours. A CORI check will be conducted for all employees prior to hiring and at subsequent intervals.

**Contacts (boards & committees, vendors, general public, etc.):**

Frequent contact with library staff and patrons. Sensitivity to patron use of crowded stack areas required.

**Supervisory Responsibility (Include Positions Supervised):** Works under the direction of the Library Director or his/her designee, typically the Head of Circulation and/or Head of Technical Services. Work does not involve any supervision. Performs routine duties under well-defined policies and procedures within a clearly established framework.

**7. 511590 - OTHER SUPPORT STAFF SUNDAYS: What are the typical instances, typical duties? Do you have any historical instances? [Hari]**

This line item funds the Library Sunday season from the first Sunday of January through the final Sunday of April — for one third of the year the Library offers 7-day a week service. The Sunday season is 16 weeks of full service, with 6 staff paid at time and one-half per contract. Five adults staff the public service desks and the sixth employee is a Library Page. During the winter season, Sunday hours are typically some of the busiest per week.